2005 New Orleans
Tech Ops CM Workshop
WebCM Issues and Improvements
Work Group #4

May 24 – 26, 2005

Hello – Welcome to the CM community

Other guests

VIP's that are NOT here!

WORK GROUP #4 MEMBERS

- DENNIS LAMAGNA
- CAROLE GAINES
- PHYLLIS BUECHELER
- HELEN HARRIS
- CAROL JAMES-PRESTON
- CYNTHIA LITTLE
- ROBERT PRATHER
- BETTY ROBINS
- LISA ROSSER
- MARCELO TORREZ
- YOLANDA WALKER
- LARRY WONG
- TENA WOODS

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13 Members – popular subject matter

** Note: the Team number 4 is really AKA #1

Thanks to a great team!!

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- PR GROUPS & TOTALS
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Note: PR =

"PROBLEM REPORTS "

" The extra challenge that was posed by Jack! "

PURPOSE

- TO IDENTIFY AND PROPOSE IMPROVEMENTS TO WebCM WHICH WILL PROVIDE ENHANCED CAPABILITY AND GREATER USER SATISFACTION.

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END PRODUCT

- REVIEWED & VALIDATED A LISTING OF 195 PRs TO BE FIXED
  – CATEGORY
  – PRIORITY
  – GROUP

The group has validated the open problem reports – these were classified into
 1) category

2) Priority

3) Group

Note: the number of closed PR's is 220 as of 5/18/05.

These are the groups that were created.

We'll leave this slide up for awhile …….

As you can see there are:

37 identified for "reviews" ;

31 for " User Interface " ;

And 20 against " Process "

Note: the " other " 'group' applies to S/W, Search, & etc….

RECOMMENDATIONS

- REQUIRE A FUNCTIONAL SPEC THAT IDENTIFIES THE BUSINESS RULES
- FULL TIME TASK TEAM
  - LEAD
  - MEMBERS
    - CORE GROUP (7-10)
    - ADHOC (REVIEW & TESTING)

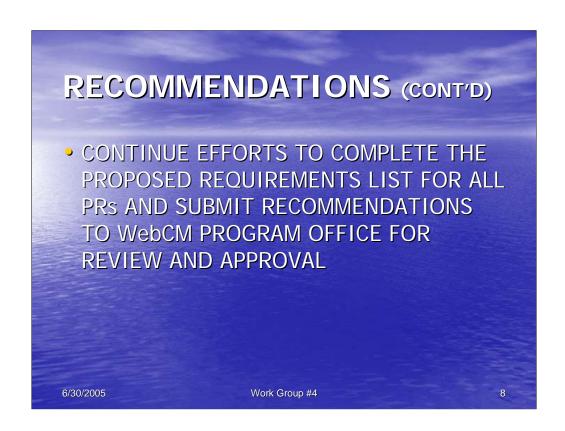6/30/2005   Work Group #4   7

These are some of what we feel are the short comings:

-No CPFS, No list of Requirements

Highly suggest the need for a Lead with strong Technical Experience, and knowledge of the '508' Compliance directive.

-The core group should be small - - SEVEN to TEN people.

- The adhoc members are needed for review and testing. This number will vary – depending on the immediate task.

RECOMMENDATIONS (CONT'D)

- CONTINUE EFFORTS TO COMPLETE THE PROPOSED REQUIREMENTS LIST FOR ALL PRs AND SUBMIT RECOMMENDATIONS TO WebCM PROGRAM OFFICE FOR REVIEW AND APPROVAL

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Our work group needs to continue our task and submit recommendations for ALL of the PR's listed!

-Complete the proposed solutions

- Develop the requirement statements

FUTURE ACTIVITIES

- WORK GROUP #4
  - MONTHLY STATUS MEETINGS
    - BEGINNING JUNE 8, 2005

- SUB-WORK GROUP #4
  - MEETINGS TO BEGIN JUNE 1, 2005

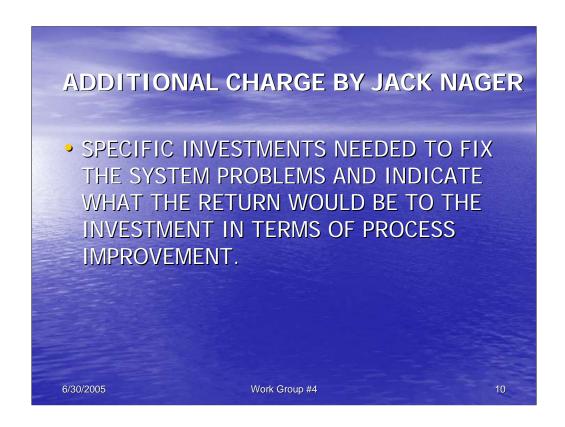6/30/2005   Work Group #4   9

The first meeting will consist of a recap of our efforts during this workshop.

In addition to the completion of the solutions and requirement statements, we have to address any new PR's that are submitted.

Sub-Group to WG #4:

-Lead: Dennis LaMagna

-Larry Wong

-Tena Woods

-Robert Prather

_ Other things are on the surface that need to be addressed, which are not included in the PR list (i.e. Structural, Work Flows).

- Jack Nager recommended a sub-group be created to meet with the WebCM Program Office and selected a few members from the WG#4 team.

ADDITIONAL CHARGE BY JACK NAGER

- SPECIFIC INVESTMENTS NEEDED TO FIX THE SYSTEM PROBLEMS AND INDICATE WHAT THE RETURN WOULD BE TO THE INVESTMENT IN TERMS OF PROCESS IMPROVEMENT.

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Our work group has been listed in a number of previous presentations, and therefore we did not include them in our report this afternoon – WE CERTAINLY WILL INTERFACE WITH QUITE A FEW OF THE OTHER WORK GROUPS !!!!

As for the challenge by Jack, this is TBD.

-We can not fully address this now. We require additional documentation and metrics in order to form a basis to which we can provide an accurate document (response) for consideration.

Jack, I have to give you an I-O-U for now.